

CLAIMS

What is claimed is:

- 5 1. A method of automatically providing configuration information for a communication device, said method comprising:
- a) receiving a communication via a communication link;
 - b) identifying a source of said communication;
 - c) based on said source of said communication, determining
- 10 configuration information for said communication device; and
- d) sending said configuration information over said communication link, wherein said configuration information is automatically provided.
- 15 2. A method as described in Claim 1 wherein a) comprises:
- a1) receiving said communication via a dial-up communication link.
3. A method as described in Claim 1 wherein b) comprises identifying said source by an identifier of a telephone call placed over said communication link.
- 20 4. A method as described in Claim 1 wherein c) comprises determining said configuration information using a product identifier for said communication device, said product identifier provided in said communication.

5. A method as described in Claim 1 wherein:

b) comprises identifying a geographic region of the source of said communication; and

c) comprises determining said configuration information for said communication device based on said geographic region.

6. A method as described in Claim 1 wherein c) comprises scanning a plurality of databases for configuration information for said communication device.

7. A method of configuring a broadband communication device, said method comprising:

a) upon determining that configuration information is needed for said communication device, automatically contacting a server via a communication link;

b) identifying a source of said communication;

c) determining configuration information for said communication device based on said source;

d) transferring said configuration information over said communication link; and

e) automatically configuring said communication device with said configuration information.

8. A method as described in Claim 7, wherein a) comprises said communication device automatically contacting said server via a dial-up modem.

5 9. A method as described in Claim 7, wherein c) comprises scanning a plurality of databases for configuration information.

10 10. A method as described in Claim 7, wherein a) comprises a peripheral computer coupled to said communication device automatically contacting said server over said communication link via a dial-up modem.

15 11. A method as described in Claim 7, wherein e) comprises said communication device automatically configuring itself with said configuration information.

12. A method as described in Claim 7, wherein e) comprises a software program in a peripheral computer automatically configuring said communication device with said configuration information.

20 13. A method as described in Claim 7, wherein c) comprises limiting said scan based on a geographic region of said source of said communication.

25 14. A method as described in Claim 7, wherein c) further comprises determining said configuration information based on a communication device identifier.

15. A system for automatically configuring a broadband communication device, comprising:

a server;

5 logic operable to automatically use a dial-up modem to communicate with said server when said broadband communication device needs to be configured for broadband communication;

said server operable to determine the source of said communication placed via said dial-up modem;

10 said server further operable to search for said configuration information based on the source of said communication; and

said server further operable to transfer said configuration information to the source of said communication, wherein said configuration information is available to configure said broadband communication device.

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16. The system of Claim 15, wherein said logic is implemented within said broadband communication device, wherein said broadband communication device is operable to determine whether said configuration information is necessary and, if so, to automatically contact said server.

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17. The system of Claim 15, wherein said broadband communication device comprises a stored telephone number with which to contact said server.

18. The system of Claim 15, wherein said logic is further operable to automatically configure said broadband communication device with said configuration information.

5 19. The system of Claim 15, wherein said logic is implemented by software on a peripheral computer coupled to said broadband communication device.

20. The system of Claim 19, wherein said software is further operable to automatically configure said broadband communication device upon reception
10 of said configuration information.

21. The system of Claim 15, wherein said broadband communication device is operable to automatically configure itself upon reception of said configuration information.
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22. The system of Claim 15, wherein said server is further operable to search a plurality of databases for said configuration information based on the telephone number of the source of said communication placed via said dial-up modem.
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23. The system of Claim 15, wherein said server is further operable to search a plurality of databases for said configuration information based on the customer name of the source of said communication placed via said dial-up modem.